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Stakeholder Involvement Plan— INEEL Water Integration Project

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Janice M. Brown

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Stakeholder Involvement Plan— INEEL Water Integration Project

Coordinating Surface Water, Vadose Zone, and Groundwater Activities at the Idaho National Engineering and Environmental Laboratory

1. PREAMBLE

The Snake River Plain Aquifer has been a reliable source of water for human and ecological communities for thousands of years. The fractured volcanic basalt underlying the Snake River Plain is saturated like a sponge with more than a billion acre-feet of water and covers more than 10,000 square miles. The aquifer moves at an average of 5-10 feet per day. An abundant and renewable water resource, the aquifer supports the irrigation needs of hundreds of Idaho farm families and is the sole source of drinking water for 200,000 people in southeast Idaho. The nation's largest trout farming industry relies on the high-quality water that enters the Snake River at Thousand Springs near Hagerman, as do numerous aquatic species native to the river canyon.

The U.S. Department of Energy (DOE) recognizes the priceless value of the Snake River Plain Aquifer and its responsibility to ensure that contamination levels from activities at the Idaho National Engineering and Environmental Laboratory (INEEL) do not exceed established standards for groundwater quality. To fulfill this responsibility the INEEL is seeking to improve its understanding of how contaminants move through the INEEL vadose zone – the complex, geologic region that lies between the land surface and the groundwater table. The INEEL Water Integration Project will play an important part in developing and conveying this understanding.

The INEEL Water Integration Project will involve a diversity of citizen, private, and public sector interests in its activities over the next three years. The three major objectives of the Water Integration Project are to:

- Enhance scientific understanding of surface water, groundwater, and contaminant movement at the INEEL
- Improve the technical basis for making cleanup decisions
- Strengthen and better coordinate groundwater and vadose zone monitoring programs

A planning retreat for involving stakeholders in the Water Integration Project was held in Twin Falls February 19-20, 2002. According to the attendees and a recently conducted University of Idaho study,¹ most Idahoans are interested in how INEEL activities have affected and continue to affect the Snake River Plain Aquifer. Retreat attendees expressed their desire to better understand the nature of contamination below the INEEL for a variety of economic, public health, and environmental reasons. They wanted to know what steps have been taken to isolate or remove the source of contaminants and prevent contaminants currently present from having greater impact. These stakeholders wanted to

1. Personal discussions on preliminary study results: Wulforst, J. D., "Public Perceptions Related to Environmental Cleanup and Waste Management at the INEEL," INRA Project # U1001, University of Idaho, February 2002.

participate in an ongoing dialogue about the issues and uncertainties still facing INEEL managers and contribute their wisdom and perspectives to the problem-solving efforts.

It is clear from the planning retreat that there is a desire to trust and have confidence in INEEL scientists and federal officials. Rather than having the image of “causing” problems, it was expressed that the INEEL should be known as a “problem solver”. Citizens want the INEEL and its regulatory agencies to be forthcoming on the nature of cleanup decisions that have already been made and identify the research and management decisions that still can be influenced by an interested public. As a result of citizen input to this plan, it has become a fundamental premise of the Water Integration Project that participation by a wide range of stakeholders will improve the final project results.

2. PRINCIPLES AND CHARACTER OF INEEL PUBLIC INVOLVEMENT

The *INEEL Public Participation Guide*² states that the INEEL:

...is committed to conducting its programs in an open, responsive and accountable manner. It is the INEEL's policy to ensure that stakeholders have the opportunity to participate in the decision-making process as programs are planned, scoped, designed and implemented...the INEEL supports an aggressive, substantive, site-wide public participation program in which the public is provided with early, meaningful participation opportunities and accurate, complete and timely information that is not prohibited from release by laws and regulations.

2.1 Goal and Objectives

The *INEEL Public Participation Guide* affirms that the overall goal of the INEEL's public participation program is to:

...create an open and accessible decision-making process that results in decisions that reflect public concerns and are (a) technically and economically feasible, (b) environmentally sound, (c) health and safety conscious, (d) cost effective, and (e) in compliance with regulatory requirements and commitments. The INEEL is committed to establishing a culture that promotes public participation opportunities as part of its day-to-day activities.

Acknowledging this overarching goal, the Water Integration Project team has outlined five specific objectives for its public involvement process.

- Better understand the values, attitudes and diversity of INEEL stakeholders and integrate discussion of these values into the project's decision-making.
- Ensure that responsive, two-way, communications are maintained and that project information is readily accessible to interested citizens and organizations.
- Involve stakeholders early in the process to ensure that decisions benefit from the added value of public wisdom and perspective.
- Involve the public in characterizing project-related problems and issues and in suggesting approaches to their resolution. The INEEL will clarify where stakeholder perspectives will be most influential in shaping project decisions.
- Increase public understanding of the natural and institutional environment in which the project operates, including scientific and technical uncertainties. This dynamic arena includes the legal, regulatory, political and budgetary realities that are always subject to change.

2.2 Fundamental Operating Principles

The following principles are believed to be fundamental to the INEEL Water Integration Project, and they provide the philosophical basis for this Stakeholder Involvement Plan:

2. *Public Participation Guide*, INEEL.

- *Strong Stakeholder Relationships Will Be Essential to Achieving the Mission of the Water Integration Project.* Interactions with citizens, elected officials and sister agencies that occur early in the project will allow critical relationships to deepen and mutual trust to evolve. Investments in public involvement will lead to more constructive dialogue, closer working relationships, and a better public understanding of project issues and funding needs.
- *Candid Discussion of the Nature and Extent of Subsurface Contamination at the INEEL Will Be Critical for Cultivating Public Understanding of This Issue.* The Water Integration Project has the opportunity to present a holistic picture of the contamination and water management challenges facing the INEEL. Frank and open discussion of the uncertainties inherent in predicting the underground movement of contaminants will assist the public in weighing the importance of new subsurface science research.
- *Greater Public Support of INEEL Decisions Will Evolve from an Open, Credible Decision-Making Process Rather Than an Aggressive Marketing Approach.* Stakeholders are wary of public relations techniques that appear to be “sales” oriented rather than “product” oriented. Studies have shown that providing “more information” does not necessarily result in a “more enlightened” public who will trust DOE decisions or positions.³ Instead, on-time delivery of a promised, quality document or final decision that reflects a legitimate public engagement process is more likely to strengthen INEEL credibility over time.

2.3 Acknowledged Idaho Values

Retreat participants cited the following values as among the most important to Idahoans:

- *Equity.* In administering public involvement for the project, team members will need to treat equally those from different cultures, generations, geographical areas and economic sectors. Attention should be paid to those who feel they are more at risk from aquifer contamination (e.g., the Magic Valley) without having the perceived benefit of INEEL employment or economic linkages (i.e. property tax base).
- *Integrity.* The Water Integration Project should operate in an open forum to the greatest possible extent, emphasizing honesty and timely follow through as expected behaviors.
- *Accomplishment.* Government work should be prudently and efficiently managed and produce effective results. Project team members need to exhibit the kind of practicality and hard work highly valued by Idaho citizens.
- *Consent of the Governed.* Idahoans also value their democratic heritage and desire federal agencies to operate with the support of citizens they serve.
- *Public Safety and Environmental Health.* Rural Idaho citizens pride themselves on taking personal responsibility for the health of their family and the lands they own or manage. The project team needs to reach out to leaders of rural communities to clarify contaminant issues of local concern and explain the intent of proposed scientific research projects.
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3. Slovic, Paul, *Perceived Risk, Trust and Democracy*, first appearing in *Risk Analysis*, 13(6), pp. 675-82, Copyright 1993 by the Society for Risk Analysis.

2.4 Team Roles and Responsibilities

The INEEL has issued *Standards of Performance* for its managers, administrators and other employees to follow in carrying out their work. With respect to fulfilling its commitments to the public, the standards include:

- Provide timely, accurate and appropriate information to the public about key upcoming decisions, progress of ongoing activities, emerging technologies and opportunities for economic diversity that may impact the community and general public.
- Actively seek and consider public and stakeholder input on INEEL decisions that may affect the community and the general public.
- Make INEEL scientific and technical research information that is approved for release available for use by the scientific community and the public.

In addition to these performance standards, INEEL accepts the following responsibilities in administering the Stakeholder Involvement Plan for the Water Integration Project.

- Gain insight into the concerns and agendas of various stakeholders and help facilitate workable solutions to project issues among all parties involved.
- Effectively involve stakeholders in the process so they will know how their contributions influenced a project decision or helped determine a course of action.
- Recruit for project presentations those scientists most proficient in interpreting technical information to audiences of varied experience and competency.
- Coordinate these activities with other INEEL programs engaged in public involvement.

3. STRENGTHENING STAKEHOLDER RELATIONSHIPS

Building and sustaining constructive relationships with an array of citizens, organizational leaders and government officials involved in the Water Integration Project is a top priority for this Stakeholder Involvement Plan. It will be important to know the needs and interests of these audiences before effective engagement and two-way communications are possible.

3.1 Involve a Diversity of External and Internal Stakeholders

3.1.1 Rural Realities

While Idaho's population is trending toward more urban and metropolitan centers (over 50,000), much of the state's political influence remains in rural areas. Targeted outreach to irrigated agriculture, agricultural processors and local governments, such as county commissions and city councils, will be most effective in reaching this important constituency.

Communications staff has indicated that this group has been the least represented in INEEL public participation activities to date.⁴ However, agricultural interests have the most to lose if misrepresentation of aquifer contamination occurs and the desirability of Idaho's farm products is affected. The USDA Resource Conservation and Development (RC&D) Program has established regional councils throughout Idaho that represent elected officials and soil conservation districts from every county. Federally funded coordinators serve each RC&D district, four of whom have shown initial interest in getting involved in the Water Integration Project to help convene meetings and facilitate dialogue with agricultural interests.

- It is recommended that team members meet with the High Country, Three Rivers, Mid-Snake and Wood River RC&D Councils (covering Eastern and Southern Idaho counties) to explore what level of involvement with the Water Integration Project is most feasible.

Because not all communities are active in RC&D councils, consult periodically with the Idaho Association of Counties, The Association of Idaho Cities, local chambers of commerce, and regional economic development and planning agencies.

Include on the project mailing list the Committee of Nine for Water District 01, the Idaho Departments of Agriculture and Water Resources, and University of Idaho's Agricultural Extension Offices.

3.1.2 Urban Center

According to the last census, 40% of Idaho residents live in the seven southwest Idaho counties, dominated by the Boise metropolitan area. Some 432,345 people live in Ada and Canyon counties, and 300,000 of them have arrived since 1990.⁵ Boise is Idaho's capital city and the headquarters of Idaho's major firms, including Micron Corporation, Idaho's largest employer. While INEEL activities may not directly affect Boise's drinking water or emerging high-tech economy, INEEL is affected by the opinions of Boise-based political leadership and the larger professional community. Relationships must be strengthened with the larger Boise community to effectively engage them in the Water Integration Project and its challenges.

4. Personal communication with Stacey Francis, EM Communications Liaison.

5. Personal communication with Cheryl Burgess and Lou Riepl, BBWI Boise Office

- Members of the Water Integration Project team should make regular visits to Boise to periodically update senior officials in water-related state agencies (INEEL Oversight, IDEQ, IDWR) and federal agencies (USGS, EPA).
- The INEEL should strengthen its working relationships with organizations representing key industries in the Boise area including the Idaho Council on Industry and the Environment and the Idaho Association for Commerce and Industry (Environmental Committee). Assess the interest of the chambers of commerce of Greater Boise, Caldwell and Nampa, as well as the local Rotary clubs and the Idaho Farm Bureau.
- Since Boise State University is a member of the Inland Northwest Research Alliance, an INEEL operating partner, it would be appropriate to explore how BSU faculty and institutes might assist with improving Boise-area communications and exploring new collaborations in the public involvement arena.

3.1.3 Toughest Critics

Organized INEEL watchdog groups such as the Snake River Alliance have existed in the region for over twenty years. During this time national anti-nuclear organizations also have monitored and participated periodically in waste management decisions at the INEEL. Keeping the dialogue open and meaningful with interested nongovernmental organizations (NGOs) will be important for members of the Water Integration Project. The team needs to welcome interpretations of data presented by individuals and outside groups and engage them in objective discussions to clarify concerns and any disagreements.

- Invite group representatives and known critics to participate fully in the Water Integration Project, alerting them to the weekly meeting opportunities, the Web site offerings and special events.
- Offer to appear at a session of the Idaho Environmental Forum in Boise to engage in a point-counterpoint discussion.
- Ensure that the INEEL Citizens Advisory Board (CAB) is kept informed of the project's progress and invite individuals from the CAB to attend public functions.
- Periodically attend meetings and presentations of advocacy organizations of all types (Coalition 21, Snake River Alliance, Keep Yellowstone Nuclear Free) to stay abreast of their concerns and information needs.

3.1.4 Multicultural and Intergenerational Perspectives

The reservations and aboriginal lands of several Tribal Nations exist within the boundaries of Idaho or are located downstream of the Snake River Plain Aquifer along the Snake/Columbia rivers. Both the Nez Perce and Shoshone-Bannock tribes have indicated a continuing interest in INEEL activities as potentially affecting groundwater purity and the aquatic biota of the Snake River downstream.

- Work with DOE and BBWI tribal liaisons to properly contact tribes throughout Idaho and the Pacific Northwest to assess their level of interest in the INEEL's Water Integration Project.
- Ensure that the INEEL's periodic visits to the Shoshone-Bannock Tribal Council include updates on this project.

In like manner, it will be important to welcome Idaho's Hispanic and other minority communities into this public involvement arena as Idaho is gradually increasing in diversity across the Snake River Plain. For example, the 2000 census reports that persons of Hispanic heritage now comprise 8% of the Idaho population, with certain counties such as Minidoka at 25%. It will also be important to reach out to senior citizens and young families who may not be reached by more traditional public relations methods.

- Contacts should be made with internal liaisons at DOE/BBWI and the Idaho Migrant Council regional offices to gain a better understanding of how best to reach out to the Southern Idaho's Hispanic communities.
- Visit senior citizen centers, traditional service clubs and historical societies to gain valuable perspectives on project objectives and scientific proposals from the "Builder" generation (over 60 years of age). Explore how Sage Community Resources might get involved.
- Explore how expanded use of electronic media might help involve those 20-30 year-olds more oriented to "on-line" interactions.

3.1.5 Academic Centers and Public Schools

Opportunities exist to work more closely with Idaho colleges and universities to advance the objectives of the Water Integration Project.

- Work with the INEEL Education Program to involve teachers and high school youth who have demonstrated their interest in aquifer protection through existing BBWI science programs.
- Consult with the staff and board of the Inland Northwest Research Alliance to identify ways for university students and postdocs to become involved in the Integration Project.
- Reach out specifically to Idaho State University's College of Health Sciences, College of Business, College of Engineering/Acceleration Center and Small Business Development Centers.

3.1.6 Looking Inward

During the first six months of the Water Integration Project, it will be important to consult with our own managers, scientists, technical specialists and skilled workforce to help ensure project success.

- *INEEL Water Board.* This group serves as the highest advisory authority over the project. It meets monthly to assess project progress and accomplishments.
- *INEEL Water Resources Committee.* This committee involves scientists from both the operational and research sides of the laboratory to help coordinate ongoing technical work. It is particularly interested in the INEEL conceptual model.
- *INEEL Monitoring and Surveillance Committee.* This group is working to better coordinate INEEL monitoring activities and includes representatives from various agencies and organizations.
- *INEEL Long-Term Stewardship Program.* The time frame for public involvement activities for this program coincides with that of the Water Integration Project. It will be important for project managers to coordinate closely for clarity of communications and for public understanding.

- *Program and Waste Area Group Managers.* Approach these managers individually to introduce the project and ascertain how it can benefit each program. Also keep the DOE Naval Reactors Program and DOE-Chicago involved in the project (representing WAGs 8 & 9).
- *Subsurface Science Initiative.* Work closely with Initiative Director Mike Wright and discipline leaders to maximize communication between the project staff and those conducting subsurface science research. Of particular importance will be their involvement in developing a conceptual model of the INEEL subsurface.
- *INEEL Internal Constituency.* Use a variety of internal communication vehicles to convey the purpose and objectives of this project. Enlist the help of senior management to convey the importance of aquifer protection to all employees and their representative organizations (e.g. union organizations, professional societies)

3.2 Address Major Issues and Concerns

At the Stakeholder Involvement Planning Retreat in February, attendees were asked to list their primary concerns with the INEEL as a whole to ensure that the project's public participation activities would address the most relevant issues. They are:

- *Clearly Explain Subsurface Contamination.* Plan for presentations and materials that will help the public gain a fundamental understanding of the contamination issues facing the INEEL. It will be helpful to allow other interpretations of data to be discussed and to acknowledge the degree of uncertainty associated with current predictions.
- *Why Accept Additional Waste into Idaho?* It does not seem logical to the public that Idaho's Governor should support the shipment of waste into Idaho when the State expresses its dissatisfaction with cleanup accomplishments to date. By expanding public dialogue about aquifer protection and reduction of scientific uncertainties, the project team seeks to provide a less polarized atmosphere for resolving these larger political issues.
- *Cleanup Should Be Top Priority.* The public wants to understand what happened at Pit 9, what the Pit 9 retrieval demonstration will accomplish, and what is still needed to address the rest of the buried waste at the Radioactive Waste Management Complex. Describe the other sources of potential contamination, such as the High-Level Waste Tanks, as they relate to this project. The team should be prepared to provide this information at each public involvement opportunity and discuss what decisions are yet to be made.
- *Clarify the Real and Potential Health Risks.* Objective discussion is desired about the hazardous nature of contaminants at the INEEL and what risk is actually posed to individuals by contamination in the vadose zone or groundwater. A variety of interpretive tools should be used to help discuss risk within the context of this project and to engage in the necessary public dialogue.
- *Position the INEEL for Success.* Despite their concerns with waste cleanup, stakeholders expressed a desire that INEEL remain a viable center for science and technology development in Eastern Idaho. The opinion was expressed that making progress on cleanup will help INEEL get "over the hump" and on its way to a more visionary future.

3.3 Stakeholder Roles and Responsibilities

The retreat attendees also agreed that stakeholders should accept certain responsibilities as participants in the Water Integration Project. They are:

- Opportunities for involvement should be entered with candor and no hidden agendas.
- Expectations for participation should be expressed by INEEL right from the beginning. It is the policy of the Water Integration Project that INEEL will not pay labor or travel costs for individual or organizational participation in its events.
- Issues and concerns should be shared with as much detail as possible.
- Participants should be well informed about the project at hand in order to be a constructive contributor. This may mean taking extra time for advance reading and reflection.
- Feedback from participants would be appreciated in a concise and timely manner to assist the project team with integrating public perspectives into work products.

4. STAKEHOLDER INVOLVEMENT APPROACH

The heart of a public participation plan is the suite of activities selected to match the audiences with whom long-term relationships will be fostered. Toward this end, the stakeholder involvement approach will be managed by professional staff and with the assistance of trained communications specialists. Two measures of successful public involvement will be the degree to which issues are understood those who choose to engage in outreach activities and the extent of influence stakeholders believe they exercised on the ultimate project outcomes.

4.1 Team Planning, Management, and Training Needs

4.1.1 Planning Retreat Summary

Thirteen individuals and seven INEEL/DOE representatives retreated to the College of Southern Idaho February 19-20, 2002, to discuss stakeholder involvement for the Water Integration Project (see this Plan's Supplement for agenda and attendance list). The group reflected a cross-section of Idaho interests and geographic representation, with a range of past experiences on INEEL issues. Several of those representing agencies and organizations were invited to bring materials and posters for a "communications fair" to facilitate information exchange among participants. The content of this Stakeholder Involvement Plan reflects the perspectives of all those who attended the planning retreat, but it is not meant to be a consensus document.

On the second day of the retreat, participants and the facilitators realized that the purpose of the Water Integration Project was not clearly understood. Planning a detailed schedule and evaluation design for public participation seemed premature until the group felt comfortable that INEEL managers could fully explain the project's mission and desired outcomes. Participants suggested the following to the INEEL/DOE team:

- Coordinating programs as proposed in the Water Integration Project makes sense for the common good and for cost-efficiency. Describe in more detail the existing operational and research programs that need to be better coordinated. Do not assume the public has this knowledge already. Remember to show how INEEL Oversight and USGS monitoring efforts fit in to the overall picture.
- Clarify what we already know about the vadose zone and the Snake River Plain Aquifer from research that has already been conducted. Describe in more detail what we still need to know for effective cleanup.
- Because scientists cannot predict with sufficient certainty how contaminants will behave in the INEEL subsurface, it will be important to involve stakeholders in deciding how to bridge these gaps in understanding. A process is being designed to integrate public values into the prioritization criteria that will apply to addressing these uncertainties.

4.1.2 Managing the Public Involvement Process

Janice M. Brown, Advisory Scientist in the Ecological and Cultural Resources Department, is the team leader for implementing this Stakeholder Involvement Plan. In addition to the DOE-ID and INEEL project managers, she will work closely with professionals who manage various aspects of DOE and INEEL communications services:

- DOE Communications Office – Brad Bugger
- Communications Liaison for Environmental Management – Stacey Francis
- Communications Liaison for the Subsurface Science Initiative – Deborah Hill
- Communications Office, Twin Falls – Lane Allgood
- Project Web Site Manager – Karen Hsu, System Science
- Project Management Support – Marilynne Manguba, Ecological and Cultural Resources
- Multicultural Involvement – Julie Braun, Ecological and Cultural Resources

4.1.3 Strengthening INEEL Public Participation Skills

The International Association for Public Participation (IAP2) was founded in 1990 to respond to the rising global interest in public participation. Its mission is to promote the values and best practices associated with involving the public in government and industry decisions that affect their lives. The Association has grown from 300 members in 1992 to over 1,100 in 2002, with members from 22 countries. IAP2 offers a *Certificate Program in Public Participation* that is described as “values-based, objectives-driven and decision-oriented,” which is consistent with the approach to stakeholder involvement outlined in this plan.

- Two INEEL public participation professionals attended the annual meeting of the International Association for Public Participation (IAP2) held in Salt Lake City May 5-8, 2002, to learn about the latest innovations in public participation theory and practices.
- The IAP2 certification program is recommended as a professional training option for the project’s public involvement staff, communication liaisons and practitioners from our partner organizations. A local trainer is available for delivery of all five instructional modules. Modules 1&2 were completed in June 2002; modules 3-5 will be scheduled for completion by December 2002.

4.2 Receptive and Responsive Project Communications

4.2.1 Identified Points of Contact

The U.S. Department of Energy is responsible for ensuring the success of the Water Integration Project and the INEEL as its contracting organizations is responsible for project implementation.

- Jeff Perry is the DOE Water Integration Project Manager: 208-526-4570; perryjn@id.doe.gov
- Brad Bugger in the DOE Communications Office is the official agency point of contact for stakeholder involvement for the project. Contact him at: 208-526-0833, buggerbp@id.doe.gov
- Doug Burns is the INEEL Water Integration Project Manager: 208-526-4324; deb4@inel.gov
- Janice Brown is responsible for implementing the Stakeholder Involvement Plan: 208-526-4342; browjm@inel.gov

4.2.2 Weekly Open Management Meetings

The DOE and INEEL project teams meet weekly to monitor progress, recognize and celebrate accomplishments, and discuss issues that arise in the execution of the overall project. The meetings are open to the public and any individual may attend in person or call in to a central phone number (208-526-0683) to participate in the meetings. These meetings are held each Wednesday at 1:00 p.m. in the DOE-N Building on 850 Energy Drive in Idaho Falls.

- Brad Bugger (208-526-0833) will assist visitors with securing badges and following escort requirements for admittance to the meeting. He can also arrange for an 800 call-in number for those phoning from a distance.
- Those interested in participating in the weekly meetings should visit the project Web site within two hours of the scheduled meeting to download the agenda, previous meeting minutes and any handouts associated with the meeting.

4.2.3 INEEL Water Integration Project Web Site

The project Web site is accessible to any interested party through the INEEL home page: www.inel.gov or directly via: www.inel.gov/environment/water/. The Web site is designed for easy access to weekly management news, archived meeting minutes, relevant INEEL brochures and documents, event invitations and the latest project announcements. A “Suggestion Box.” has been provided on the Web site to solicit ideas and provide general project critique.

Since its creation in mid-February 2002, the project Web site has experienced increasing use each month it has been in operation. The Web site is now averaging 35 visits per day on weekdays with over 1000 visits per month from over 400 different visitors. A complete statistical analysis of Web site use and the Web site posting policies are available upon request.

4.2.4 Validating Stakeholder Contributions

It is incumbent on the INEEL to respond promptly to those citizens and agency officials who make formal suggestions or informal contributions to help improve the Water Integration Project. The following techniques will be used as appropriate:

- *Third-Party Transcription of Minutes.* Minutes of team meetings will be prepared by a person whose primary job each week is recording decisions made, assignments given and the nature of topics discussed. Team member Marilynne Manguba has been assigned this task for the FY 02 fiscal year.
- *Stakeholder Event Reports.* Brief summaries of information briefings, small group meetings and larger public events are to be submitted within a week of their occurrence. The project team has developed a standard template for these reports to facilitate team and public review. Specific suggestions or feedback from stakeholders is a highlighted section of each report.
- *Event Attendance.* Those in attendance at project-sponsored meetings and events will be identified as part of each meeting report, if appropriate. Every attempt will be made to list the person’s name, affiliation and contact information.
- *Verification of Public Comment.* Written or emailed correspondence from a stakeholder will receive a corresponding response within 10 working days that does one or more the following, as appropriate:

- Thanks them for their suggestions. Questions raised in the correspondence will be answered or they will be referred to someone willing and qualified to respond to their questions.
- Indicates how their comments will be incorporated into the project plans, studies, or documents. Possible responses include modification of alternatives; forming new alternatives; improving or modifying the analyses; or making factual corrections.

Suggestions received via telephone will be documented as they are received and summarized with other contributions in the project's quarterly report. If formal hearings are required in certain aspects of the project, communications staff will arrange for professional transcription of public comments.

- *Annual Responsiveness Survey.* A cross-section of stakeholders will be surveyed annually to help assess how responsive the project has been to internal and external contributions. The survey report also will note how each major project report or action benefited from stakeholder involvement.

4.2.5 Evaluating the Public Participation Process

It will be essential to evaluate how well this stakeholder involvement plan is being implemented to ensure that the Water Integration Project benefits from citizen and outside agency perspectives. The following evaluative methods will be used throughout the estimated three years of the project:

- *Obtain Meeting Feedback.* Time will be allowed at the end of each public meeting or presentation to gain oral and/or written feedback from the audience. This may occur with evaluation forms, group discussion or question/answer periods. These comments will be incorporated into each individual event report.
- *Statistical Evaluation.* The team will analyze quarterly the demographics of participation at project weekly meetings, information briefings and other outreach activities. Web site utilization and interactions will also be monitored and reported on a quarterly basis to evaluate the utility of this outreach technique.
- *Personal Interviews.* A cross-section of stakeholders, including community leaders, will be interviewed annually to critique the public participation process being implemented under this plan.
- *2004 Public Attitudes Survey.* It will be important to follow up on the Fall 2001 University of Idaho study of public attitudes regarding subsurface contamination at the INEEL to document any changes/trends in public awareness. A second survey should be considered for future funding.

4.3 Improve Public Understanding of Project Issues

In addition to demonstrating a commitment to two-way communications, the project team is committed to raising the level of public awareness about INEEL subsurface contamination issues. A recent social science study indicates that while most of the general public is not interested in getting involved in these matters, some 20% of those surveyed have attended INEEL meetings in the past and/or would like more learning opportunities.⁶

6. Personal discussions on preliminary study results: Wulforst, J. D., "Public Perceptions Related to Environmental Cleanup and Waste Management at the INEEL," INRA Project # U1001, University of Idaho, February 2002.

4.3.1 Concise and Informative Publications

Rather than producing lengthy newsletters, the project team will focus on distributing a series of informative fact sheets/booklets that are concise and targeted to specific audiences. The publications will be designed for ease in posting to the Web site and for mail distribution. The following publications are proposed over the next two years:

- *The INEEL Water Integration Project* - A simple project introduction (2002)
- *The INEEL Conceptual Model Summary and INEEL Groundwater/Vadose Zone Roadmap: A Field Trip Guide* - The conceptual model of INEEL subsurface processes and the timetable for addressing prioritized groundwater/vadose zone uncertainties will be explained through a special publication designed to supplement Water Integration Project site tours (2002)
- *INEEL Contaminants*. Identify and locate the five contaminant plumes, describe remedial treatments and uncertainties being addressed through research (2003).

These publications are already available or will be produced on an annual basis:

- *The Aquifer and the INEEL*. A fact sheet has just been produced that provides the big picture on aquifer size, importance, and management
- *An Annual Report on INEEL Cleanup*. Published annually by the Environmental Management Program.
- *INEEL Subsurface Research*. Materials being produced under the Subsurface Science Initiative

4.3.2 Individual Briefings/Small Group Presentations

Over the course of the project, several formal public meetings will be required at important stages in the decision making process. However, retreat participants encouraged the Water Integration Project team to avoid relying solely on large public meetings as a means of introducing the project or building an informed constituency. Far more effective will be personalized briefings of key officials such as county commissioners or presentations to specific interest groups that are already holding regular meetings. In each case these informal meetings, designed to inform and consult with stakeholders, should be held in the home location of those being approached.

4.3.3 Personalized Experiences

Experiential learning approaches are known to be more meaningful for students and more effective for their information retention. Retreat attendees verified this observation with their fond recollections of field trips made to the INEEL in their youth. The Water Integration Project will explore offering a range of site tours, field demonstrations and other “hands on” opportunities to enhance the learning that may occur for interested adults and students over the next three years.

In addition, the project team should consider participating in an interagency, interdisciplinary educational campaign in 2004 that tells the story of the Snake River Plain Aquifer: how it functions, how dependent Idaho is on maintaining its quality and quantity, and how INEEL is working to protect it.

4.4 Strengthen Key Products and Decisions

The belief that public wisdom and perspective will improve the quality of Water Integration Project decisions will be demonstrated by applying the IAP2 Public Participation Spectrum to these challenges. The project team has chosen to engage stakeholders using the following three approaches:

CONSULT: Public feedback will be sought on draft issue analyses, research strategies and other products being developed by the Water Integration Project. At this level of engagement, the INEEL is committed to informing the public, listening to and acknowledging their concerns, and providing timely feedback on how public input influenced the final products.

INVOLVE: Inviting the public to participate early in a decision process helps to ensure that their issues and concerns are understood and considered at each decision stage. In this manner stakeholder concerns can be reflected clearly in decision alternatives and feedback can be provided on how public input influenced the final outcome.

COLLABORATE: The goal in collaboration is to partner with the public at each stage of the decision including the development of alternatives and the identification of the preferred solution. The team will look to stakeholders for direct advice and innovation in formulating solutions and incorporating advice and recommendations into the decisions to the maximum extent possible.

4.4.1 A Science Strategy for the INEEL

The primary objective of the Water Integration Project is to develop a peer-reviewed research strategy that resolves the major contamination problems at the INEEL. This research strategy must be developed through the cooperative efforts of INEEL operations personnel, researchers, regulators and interested members of the public. Toward this end, the Integration Project is:

- Listing in priority order the uncertainties that still exist in our understanding of how contaminants behave in the subsurface environment,
- Matching these uncertainties to the specific challenges that remain with INEEL cleanup projects
- Developing research and technology development strategies to address the consensus list of problems.
- Once priorities are established for resolving the technical uncertainties with contaminant behavior in the subsurface, test plans for the necessary research can be developed and issued. The task for 2002 is to collaborate with key stakeholders in setting criteria to shape research priorities and involve a broader audience to improve the draft strategy. In 2003 stakeholders will help assess the technical adequacy and relevancy of the selected research calls and test plans.

A. Priorities for Resolving Predictive Uncertainties (Spring 2002)

Today scientists cannot with confidence predict the movements of water and contaminants through the highly variable, fractured basalts and sediments that comprise the vadose zone below the INEEL. A month-long process was conducted to help ensure that public values are factored into criteria that will set research priorities for eventually reducing these predictive uncertainties. Public values were solicited over the Web site and through interviews for use at the Priority-Setting Workshop held April 2-3, 2002 in Idaho Falls (see Supplement for the Values Profile and the Listing of Uncertainties)

B. Reviews of Draft and Final Roadmap/Science Strategy (Fall 2002)

Field trips and informal workshops will be designed in cooperation with Resource Conservation and Development Councils to consult with interested stakeholders on the draft and final roadmap/strategy documents. The Water Integration Project will offer specially-designed field trips to the INEEL in the early fall to strengthen public understanding of contaminant problems and discuss how proposed research will address them. In late fall, follow up workshops will be held to discuss the final set of science strategies and the proposed process for launching the necessary research.

C. Technical and Relevancy Review of Proposal Calls and Test Plans (Winter 2003)

Following the approval of the Science Strategy in late 2002, scientists will take a series of steps to formulate their research designs to address those uncertainties that were deemed the highest priority. These research test plans and their proposed budgets must receive peer review as well as public scrutiny before they are proposed to Congress for fiscal year 2004 funding.

4.4.2 A Conceptual Model of the INEEL Subsurface

For over 50 years, DOE (and its predecessor agencies) and the U.S. Geological Survey have worked together to understand the flow of water in the Snake River Plain Aquifer, the relationship of the unique thermal patterns to water flow, and the impact of INEEL operations on the resource. In recent years, the driver for this collaboration has been compliance with environmental cleanup agreements. These agreements were designed to assist in making site-specific decisions, but they have led to fragmented groundwater models that appear as separate “bull’s eyes” around each individual site. Since most environmental compliance decisions have now been made, what is lacking is a conceptual model of the vadose zone and aquifer that will assist in making decisions about future site management. State-of-the-art tools and models are available to integrate the existing data sets and compliance models into one conceptual model.

It is proposed that the INEEL develop the conceptual model for the Snake River Plain Aquifer starting with that portion under the INEEL. A summary document describing the conceptual models that are currently in use will be available for review by citizens, agencies and stakeholder organizations in late summer 2002. A more comprehensive set of conceptual models will be developed in 2003 in collaboration with a variety of stakeholders, and later they will have test plans developed for testing and verification in FY 2004 and beyond.

4.4.3 Subsurface Information Electronic Library

The Site-Wide Environmental Monitoring Program has taken the lead in developing an electronic library for subsurface information to serve the long-term stewardship needs of the INEEL. The Water Integration Project is supporting this database development by issuing a report on “Information Management Requirements” that covers the information access needs of external and internal stakeholders. This “Requirements” report will be issued in September 2002 for public review and discussion later in the fall.

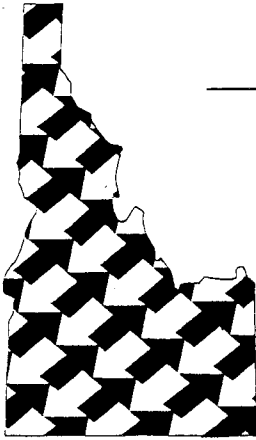
4.4.4 Coordinated Monitoring Programs

The Water Integration Project is preparing a white paper on how better to synchronize the monitoring of the vadose zone and groundwater beneath and immediately beyond the INEEL. The draft version of the “Monitoring Synchronization Report” will be distributed in September/October 2002 to those agencies and universities that may benefit from a more coordinated monitoring approach in this area.

RECORD OF PUBLIC RESPONSE

Citizens Advisory Board

Idaho National Engineering and Environmental Laboratory



02-CAB-058

May 23, 2002

Jeff Perry
U.S. Department of Energy, Idaho Operations Office
850 Energy Drive, MS 1101
Idaho Falls, ID 83401


Dear Mr. Perry:

The Idaho National Engineering and Environmental Laboratory (INEEL) Citizens Advisory Board (CAB) appreciates having an opportunity to provide early input to the Stakeholder Involvement Plan for the INEEL Water Integration Project.

The attached recommendation, #97, was developed through consensus at the May 2002 of the full INEEL CAB. It transmits our comments on the Stakeholder Involvement Plan.

We are eager to receive your response to Recommendation #97.

Sincerely,



Monte D. Wilson
Chair, INEEL Citizens Advisory Board

cc: Jessie Roberson, DOE-HQ
Martha Crosland, DOE-HQ
Fred Butterfield, DOE-HQ
Governor Dirk Kempthorne
Larry Craig, U.S. Senate
Mike Crapo, U.S. Senate
Mike Simpson, U.S. House of Representatives
Butch Otter, U.S. House of Representatives
Robert L. Geddes, President Pro-Tem, Idaho Senate
Laird Noh, Chair, Idaho Senate Resources and Environment Committee
Bruce Newcomb, Speaker, Idaho House of Representatives
Cameron Wheeler, Chair, Idaho House Resources and Conservation Committee
Jack Barraclough, Chair, Idaho House Environmental Affairs Committee
Gerald Bowman, DOE-ID
Kathleen Trever, State of Idaho INEEL Oversight
Wayne Pierre, U.S. Environmental Protection Agency Region X
John Sackett, Argonne National Laboratory - West

Chair:

Monte D. Wilson

Vice Chair:

Robert Kaestner

Members:

Karen Corrigan
Kenneth Erickson
William S. Flanery
Charles R. Geska
Norman L. Gissel
Annemarie Goldstein
David Kipping
Lawrence Knight
R.D. Maynard
Marilyn Paarmann
J. Michael Purce
F. Dave Rydalch
Diana Yupe

Ex-officios:

Kathleen Trever
Wayne Pierre
Gerald C. Bowman

BBWI Liaisons:

Susan Stiger
Carol Mascarenas

Jason Staff:

Lisa Casper
Carol Cole
Kathy Grebstad
Wendy Green Lowe



Citizens Advisory Board
Idaho National Engineering and Environmental Laboratory

**Stakeholder Involvement Plan for the
Idaho National Engineering and Environmental Laboratory Water
Integration Project**

At its March 2002 meeting, the Idaho National Engineering and Environmental Laboratory (INEEL) Citizens Advisory Board (CAB) received a presentation on the proposed approach for involving stakeholders in the INEEL Water Integration Project. We were provided copies of the Draft Stakeholder Involvement Plan and invited to provide comment before the Plan is finalized and implemented.

The INEEL CAB appreciates the opportunity to review the Draft Stakeholder Involvement Plan. We applaud DOE for thinking to ask stakeholders how they would like to be involved in a project and then building a stakeholder involvement plan around what was heard.

The INEEL CAB recommends that DOE continue to focus the Stakeholder Involvement Plan on providing the opportunity for objective dialogue with stakeholders about issues under the auspices of the INEEL Water Integration Project. Stakeholder involvement should be about providing meaningful opportunities for the public to provide input to DOE rather than attempting to influence how people feel.

The INEEL CAB offers the following suggestions for modifications to the Draft Stakeholder Involvement Plan.

The INEEL CAB recommends that workforce representatives be involved throughout implementation of the Stakeholder Involvement Program for the INEEL Water Integration Project.

DOE should consider adding other entities under section 3.1.1, "Rural Realities" or 3.1.2, "Urban Center" (as appropriate) including:

- Idaho Department of Agriculture
- University of Idaho's Agricultural Extension Offices
- Idaho Department of Commerce
- Local Chambers of Commerce and regional economic development and planning agencies

- Idaho State University's College of Health Sciences, College of Business, Acceleration Center, Small Business Development Centers, etc.
- Idaho State University and the University of Idaho centers throughout the state
- Chambers of Commerce of Greater Boise, Caldwell, and Nampa
- Association of Idaho Cities and the Idaho Association of Counties
- Sage Community Resources

Under section 3.14, "Native American and Hispanic Perspective," the entities listed should include other offices of the Idaho Migrant Council (not just Idaho Falls), including the offices in Caldwell and Blackfoot.

Section 3.2 lists some of the major issues and concerns stakeholders have about the INEEL and groundwater. Under the third bullet, "Cleanup Should Be Top Priority" we would suggest adding the path forward for cleanup at Pit 9 and for the High-Level Waste Tanks. In addition, this section should include an emphasis on effectively communicating risk to the public. This could be a separate bullet or perhaps addressed under the fourth bullet, "Radiation Exposure."

Section 4.1.2 details how implementation of the stakeholder involvement plan will be monitored. The second to last bullet is "Personal Interviews." The INEEL CAB suggests that interviewees should include community leaders to assess their perceptions of how the stakeholder involvement program is going.

Section 4.3.2 reports that participants at the February 2002 retreat in Twin Falls, Idaho urged the stakeholder involvement team to "avoid large public meetings." Workshop/open house meeting formats do not necessarily provide a satisfying opportunity for members of the public who wish to provide comments to an agency. A project of this magnitude requires a formal public comment process at appropriate junctures. The INEEL CAB suggests that the concept should be to "avoid relying solely on large public meetings," and supplementing formal public meetings with other tools and techniques as appropriate.

MID-SNAKE RESOURCE CONSERVATION AND DEVELOPMENT
Serving Cassia, Jerome, Minidoka and Twin Falls Counties



1441 Fillmore Street, Suite A
Twin Falls, Idaho 83301
(208) 733-5380 Fax (208) 734-5138

April 30, 2002

Wood River RC&D
Attn: Bob Rodman
215 University Ave
Gooding, Idaho 83330


Dear Bob:

The Mid-Snake RC&D Council feels that it is in the best interest in the Counties and Cities we serve to actively be engaged with the INEEL. We feel that we can serve a role by providing coordination and collaboration. We have made the offer to help coordinate any public meetings that would benefit our members and assist the INEEL in getting out their message. We feel that by providing this service we maintain a presence with all involved parties and can stay neutral as a facilitator.

We will be asking Travis Rothweiler, City Administrator for Jerome and Don Danner, Mayor of Albion to head the Committee. As representatives from a City perspective they feel that services the INEEL have offered are something that small cities could benefit from having access to.

We look forward to working with you on projects in the future and hope to build a strong partnership between Councils. Please don't hesitate to contact me or Julie Thomas, Coordinator with any questions or concerns.

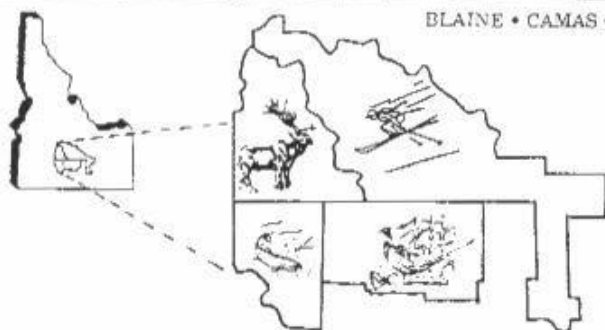
Sincerely,


ROY JESSER
Chairman

cc: Travis Rothweiler
Don Danner

WOOD RIVER

Resource Conservation and Development Area



BLAINE • CAMAS • GOODING • LINCOLN Counties, Idaho

215 University Avenue
Gooding, Idaho 83330

(208) 934-4149

May 13, 2002

COPY

To: Proposed Members of the Water Integration Committee

From: Bob Rodman, Chairman

On April 19th a letter of invitation was sent to you requesting your participation on the Wood River RC&D's INEEL Water Integration Project Advisory Committee. We appreciate those of you who have accepted a position on the committee. However, the Council would like to have a few more people to serve and represent their community, organization or private interest. Many ground water related federal, state and private organization are appointing people to be their representatives on a team who will make informed/wise decisions concerning the life-sustaining Snake River Plain Aquifer. If you are unable to serve in this capacity, please ask someone who would be interested to take your place. The diversity of the committee will only add to its effectiveness. The advisory committee will not require a lot of time attending meetings as conference calls (with 800 call-in number) will be used together with the INEEL website for communication, information exchange and input. If you would like more information about the Water Integration Project access the INEEL home page at www.inel.gov or directly via www.inel.gov/environment/water/.

I invite you to attend a meeting of all water related agencies, organizations and interested citizens on May 22nd from 2:00-5:00 p.m. in Boise at the DEQ building at 1415 North Hilton (between Orchard and Curtis) for a roundtable discussion on expanding/improving interagency monitoring of the Snake River Plain Aquifer. The first part of the session will be used to explain the components of the Water Integration Project, and the role and importance of the advisory team. This is one of a few meetings to get the team established, informed and a major step in the long-term plans for the project.

It is impossible to put into words the importance of the Water Integration project, and our chance to contribute to the future of all life forms of the Snake River Plain. Please take a moment to contact the RC&D office to let us know whether or not you will be a member of the Committee, and if you plan to attend the meeting in Boise on May 22nd so we can send you an agenda.

Thank you for your time to respond to our request. I look forward to the opportunity of working with you, or your representative, on this interesting and vital project.

Cc: Representative Wendy Jaquet
Senator Clint Stennett

**PRESENTATION TO DOE-ID
ON
FINAL PLAN REVISION**

Idaho National Engineering and Environmental Laboratory

Stakeholder Involvement Plan -- Final Revision

Janice M. Brown

*Stakeholder Involvement Lead,
INEEL Water Integration Project*

July 2, 2002 - DOE-ID

The Water Integration Project Is Committed to Involving the Public

- *A forum will be created for sharing ideas & concerns, with issues clearly defined early in the process.*
- *Stakeholders will provide meaningful input into decisions that affect their lives & work responsibilities*
- *Improved decisions will result from including broader perspectives and an expanded set of options*
- *Costly delays in project approval & implementation will be avoided by involving the public from the outset*
- *An informed constituency will result from cultivating an understanding of INEEL issues and challenges*

Ten DOE/INEEL Employees Will Be Seeking IAP2* Certification

- *Module 1 - The Foundations of Public Participation (6/02)*
- *Module 2 - Designing Effective Public Participation Programs (6/02)*
- *Module 3 - Effective Communication for Public Participation (9/02)*
- *Modules 4&5 - Tools and Techniques for Public Participation (12/02)*

– **IAP2 = International Association for Public Participation*

Some 250 Individuals Have Been Engaged in the Integration Project

- ***INVOLVED in workshops***
 - *Planning Retreat - 13 citizens and agencies*
 - *Value Engineering Session - 9 external partners*
- ***CONSULTED in 16 public meetings/briefings***
 - *Shoshone-Bannock Tribal Council*
 - *Idaho Congressional Offices*
 - *Four RC&D Councils - Local officials & farmers*
 - *State Agency Personnel - From six agencies*
 - *INEEL Citizens Advisory Board & public interests*

What the INEEL CAB Said About the Water Integration Project

- *“We applaud DOE for thinking to ask stakeholders how they would like to be involved in a project and then building a stakeholder involvement plan around what was heard.”*
- *“Stakeholder involvement should be about providing meaningful opportunities for the public to provide input to DOE rather than attempting to influence how people feel.”*

» *From CAB letter dated May 23, 2002*

What State Agency Personnel Said About the Water Integration Project

- *“Three years seems like a reasonable time frame if dedicated to achieving results. This is a good step for INEEL, and if outreach continues, it will bring back credibility”*
- *“Thanks. [I am] glad you’re reaching out to the State. I think state employees could offer a lot to the INEEL if you’d just listen.”*

» *Feedback from State Briefing 6/5/02*

What Local Officials Said About the Water Integration Project

- *“It is impossible to put into words the importance of the Water Integration Project and our chance to contribute to the future of all life forms of the Snake River Plain.”*
 - » *Bob Rodman, Wood River RC&D Chair*
- *“The Mid-Snake RC&D Council feels that it is in the best interest of the counties and cities we serve to be actively engaged with the INEEL. ...We can serve a role by providing coordination and collaboration.”*
 - » *Roy Jesser, Mid-Snake RC&D Chair*

Another 400 Staying Informed with Weekly Meetings and Web Site

- *Management Team meetings average 15 weekly*
 - *Department of Energy participants - 7 on average*
 - *INEEL/BBWI participants - 5 on average*
 - *Other agencies/external participation averages 3*
- *407 unique visitors accessed the Web site in May*
 - *Visits average 35 each weekday*
 - *Current growth in visitation exceeds 25%*

Minor Changes Are Being Made to the Stakeholder Involvement Plan

- *Section 3.1 - Added more public and agency interests with greater clarity provided under two new titles:*
 - *Multicultural and Intergenerational Perspectives*
 - *Academic Centers and Public Schools*
- *Item 4.2.5 - Combined evaluation activities under “Evaluating the Public Participation Process”*
- *Section 4.4 - Rewritten to reflect most current thinking on project outcomes and the desired extent of public participation in key decisions*
- *The **Supplement** summarizes activities held during project’s introductory period, January-June 2002.*

More Constituency-Building Activities Are Planned This Year

- *Requests for July briefings from St. Anthony Rotary, Teton Soil Conservation District (WY), and Idaho Migrant Council (Idaho Falls office)*
- *Special meetings in August/September to review the “Conceptual Model Summary” and the research roadmap for addressing groundwater/vadose zone uncertainties*

**PLANNING RETREAT FOR
STAKEHOLDER INVOLVEMENT
FEBRUARY 19-20, 2002**

INEEL WATER INTEGRATION PROJECT
Planning Retreat For Stakeholder Involvement
February 19-20, 2002 In Twin Falls
College Of Southern Idaho - Taylor Building, Room 276

Tuesday, February 19

- 1:00 p.m. **Introductions and Review of Meeting Objectives**
Community Building Circle (Jan Brown)
- 2:15 p.m. **Introduction to the Integration Project** (Jeff Perry & Doug Burns)
- 3:15 p.m. Break
- 3:30 p.m. **Work Groups on Stakeholder Involvement Plan Philosophy and Goals:**
- Why should the INEEL involve stakeholders in the Integration Project?
 - What individual and community values should be reflected in the plan?
 - What principles of public involvement should be stated explicitly?
 - What are the respective roles and responsibilities of stakeholders and the INEEL project team? How open and vulnerable should our interactions be?
 - What key issues and concerns must the project team be prepared to address?
 - What level of technical competence should we expect from participants?
 - How can we best demonstrate that we have listened to public contributions?
- 5:00 p.m. **Report Findings:** Identify common themes in work group findings/ideas
- 6:00 p.m. Working Dinner
- 7:30 p.m. **Communications Fair**

Wednesday, February 20

- 8:30 a.m. **Full Group:** Discuss the best techniques/approaches for involving a variety of citizens and stakeholder organizations (e.g. finding partners to convene meetings, creative use of our new website, defining our geographic scope of outreach)
- 9:15 a.m. **Geographic Groups:** As a team design the public involvement approach best suited for the target audiences in your area of the state. Use the Integration Project timeline posted on meeting room wall.
- 10:45 a.m. Break
- 11:00 a.m. **Full Group:** Help design an evaluation process for stakeholder involvement
- 12:00 noon **Final Community Building Circle and Adjourn**

PLANNING RETREAT ATTENDANCE LIST – 2/19-20/02

Last Name	First Name	Representing	City/Town
Barclay	Pat	Idaho Council for Industry and the Environment	Boise
Brailsford	Beatrice	Snake River Alliance	Pocatello
Burns	Doug	INEEL Project Manager	Idaho Falls
Dixon	Georgia	Office of Senator Larry Craig	Idaho Falls
Fuhrman	Jaime	INEEL Oversight	Boise
Kohtz	Del	Water Right Trader	Eden
Lundgren	Rob	Jerome City Council	Jerome
Natoni	Patty	DOE Long-Term Stewardship Program	Idaho Falls
Norris	Linda	Office of Senator Mike Crapo	Twin Falls
Perry	Jeff	DOE Project Manager	Idaho Falls
Rattray	Gordon	U.S. Geological Survey	Idaho Falls
Rydalch	Dave	INEEL Citizen Advisory Board	St Anthony
Simmons	Larry	Jefferson Co. Commissioner	Terreton
Suhr	Dan	Mid-Snake Water Commissioner	Jerome
Tanner	John	Coalition 21	Idaho Falls
Twining	Brian	U.S. Geological Survey	Idaho Falls
Facilitators			
Allgood	Lane	INEEL Communications	Idaho Falls
Brown	Jan	INEEL Ecological Resources	Idaho Falls
Bugger	Brad	DOE-ID Communications	Idaho Falls
Francis	Stacey	INEEL Communications	Idaho Falls

**INEEL Water Integration Project, Planning Retreat for Stakeholder Involvement
February 19 and 20, 2002, Twin Falls, ID
Input from Flip Charts**

1. Why should the INEEL involve stakeholders in the Integration Project?

Ongoing dialogue
Cross-section of interests/perspectives
Stay close – leads to more intimate knowledge
Increase trust
It's OUR water – shared resources
Farmers/water users especially
Product that suits needs of user – must be involved in design

Toughest critics are present –
Trust
Open
Gain respect
Part of solution
Increase public awareness
Others to help resolve problems/inform solution
Build understanding by using lay terms
Best teachers were those who knew subject so well they could teach at any level
INEEL workers don't live downstream

Two-way understanding is critical. DOE needs to know we care/understand
To be of greater value to ID – address credibility issue
Helpful to admit faults/mistakes (vulnerability) – consider the higher levels – reduced tolerance for openness
Explain attempted remedies/successes
Public money is being/has been spent
Basic democratic heritage – consent of governed

Improve public confidence
Public says it is interested
To educate public
Address public perception
Sole-source aquifer for ~200,000 people
Economic resource for Idaho next to Snake River

2. What individual and community values should be reflected in the plan?

Openness
Honesty/Fairness
Broad-based involvement
Safety & Public health
Timeliness
Accuracy
Trust and respect
Integrity – living up to commitments
Equity – bearing risks/getting benefits
Generational considerations
Sense of history/perspective
Importance of social context

Hard work – demonstrate/share accomplishments
Practicality of results – real world application
“Good enough for government work”– needs to change so the perception of ‘throwing money away with no apparent consequences’ does not continue.

Be open and honest first
Safety and Human health
Prove credibility
When you make a commitment follow through – critical
Understand that perceptions are reality
Values come in at beginning along with science
Water is precious for livelihoods for the long-term
Environmental concern is present in Idaho, but manifested (shows) differently
INEEL: Now we’re perceived as causing problems; we need to be the problem solver

3. What principles of public involvement should be stated explicitly?

Get higher level of decision makers involved
Involve average citizens
Involve third party communicator
 Where applicable
 Independence
Address underlying values
Explain WHY on decisions (i.e., buried waste)
Two-way communication essential
Strongest critics included
Verify communication has happened – establish metrics
Be honest and clear about what decisions can truly be influenced
CHANGE what can be CHANGED
Geographic equity
Recognize risk/benefit equation

Get our money’s worth (video-technique)
Marketing – what is the role of INEEL?
Positioning = credibility
Enhance public involvement because it is the right thing to do

4. What are the respective roles and responsibilities of stakeholders and the INEEL project team?

a. Stakeholders – defined as general public interest in the project
Approach honestly
No hidden agendas
Be informed. Take the time to educate ourselves
Feedback in timely manner
Clear expectations
Clear set of prioritized issues (public perceived)

b. Project Team
Make information available
Advance notice of meeting
Deal with the agendas and get to a workable solution
Be open
Products should be on time
Consider public input
Give specific feedback to public input

5. How open and vulnerable should our interactions be?

Build a relationship

6. What key issues and concerns must the project team be prepared to address?

Explain contamination: What & Where
Present information with uncertainties
Health and safety – what does it mean to me, economic impact of the perception
Bringing more waste in – perspective on how much Idaho gets versus other places
LOCALS – waste reduction – keeping volume
Live up to commitments – don't accept more waste
Fix Pit 9
Clean up – as first job
INEEL has trouble focusing on cleanup – getting the necessary understanding
How up front can we be about digging up waste or NOT?

Perception of not telling the truth, credibility
Interpretations of data presented by all sides
Dissemination of information – the best way
Discussion of contaminants
Nuclear power side – technology development, waste issues
Decisions on contaminated groundwater management

7. What level of technical competence should we expect from participants?

Give meaningful analogies
Adjust to various levels
Explain to the level wanted
Assume no technical competence of public

8. How can we best demonstrate that we have listened to public contributions?

Demonstration of input process (we listened)
Responsiveness summaries
Accounting of meeting attendance
Third party verification that concerns were addressed
Third party transcription of meeting minutes

Discuss the best techniques/approaches for involving a variety of citizens and stakeholder organizations.

Information Briefings (small)

+	-
Allows better two-way communication	Informal
More focused	Too many feds – sensitivity to ratios
More informal	May be too targeted
Do at different levels based on audience	Too one-way
More comfortable for participants	
Very useful to engaged groups	
Target audiences	
Elected officials	
Dialogue is easier	

Public Meeting/Open House

+	-
OH – way to get information out that may be volatile	OH – coherent information no available
OH – able to control situation	OH – Don't get to hear others' concerns
PM – one-on-one interaction	OH – No two-way or dialogue
PM – venting, ability to get side heard	PM – can lose control of situation
PM – valuable when preceded by one-on-one briefings	C-UP meeting – low attendance
	PM – Time consuming – takes away from personal time

Media – newspaper, TV, radio, advertising, editorials, op-ed

+	-
Broad reach	Bad news sells
	Turnover of media reports
	INEEL falls off the radar screen
	No depth

Written communication – Fact Sheets/Newsletters

+	-
Sexy	Boring
Targeted – they have requested to get it	Too targeted, not sent to larger group
Bigger impact for less dollars	
FS – better than newsletters because of brevity	
FS – good backup material	

Miscellaneous

+	-
Tours	- criticism on being in the schools and not doing work
- personal experience	
- youth	
- presentation	
Surveys	Marketing criticized
Road shows	All sides not represented
- hands on	
- interactive	
High school in-depth studies	
Outside third-party presentations	

Examples of Priority Risk – Criteria

Only try to study items with four-year time frame or less
Only study those we can pay for
Anything involving speed of subsurface transport
Only attach uncertainties that will contribute to improved models